

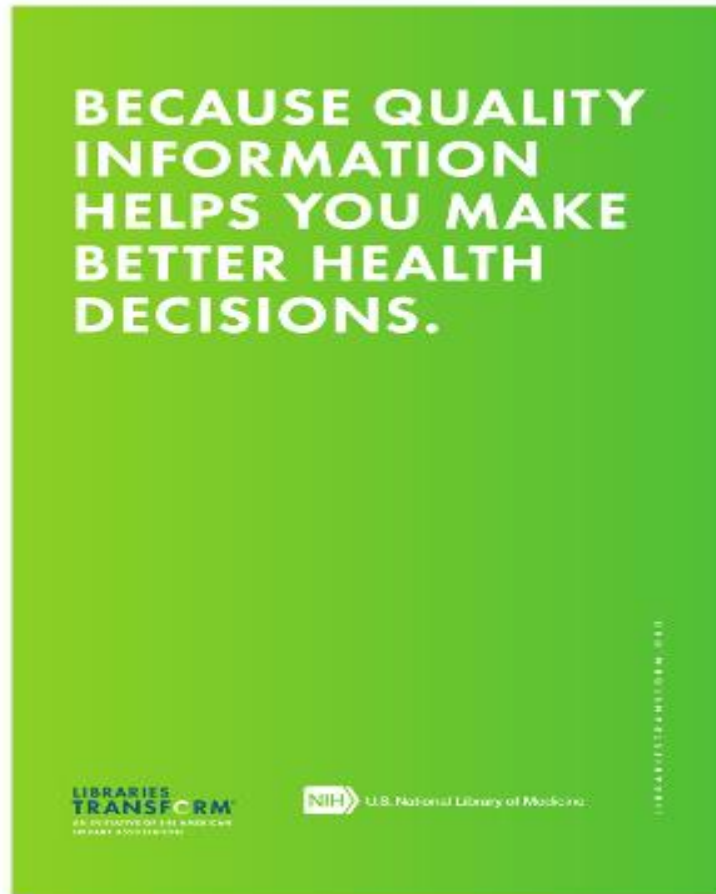
‘Engage for Health’: A Patient-Doctor Communication Program @ Your Library

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National Network of Libraries of Medicine, Middle Atlantic Region

Why we're here:





Accelerating Biomedical Discovery and Data-Powered Health

Search for



PubMed

Citations for biomedical literature



MedlinePlus

Reliable, up-to-date health information for you



Open-i

An experimental multimedia search engine



TOXNET

Search databases on hazardous chemicals



ClinicalTrials.gov

A database of clinical studies, worldwide



BLAST

Basic Local Alignment Search Tool

“The National Library of Medicine (NLM), on the campus of the National Institutes of Health in Bethesda, Maryland, has been a center of information innovation since its founding in 1836”.

[URL](#) for the National Library of Medicine

Regional Medical Libraries

Explore the pinpoints below and learn more about the NNLM Regional Medical Libraries and their respective territories.



[URL](#) for National Network of Libraries of Medicine (NNLM) and [URL](#) to NNLM Middle Atlantic Region (NNLM MAR)

NNLM and Public Libraries

Free Medline (1997)

Public Libraries Pilot Project (1998)

MedlinePlus Debut
22 Topics (1998)



What does NNLM do?

- In person and online trainings
- Exhibit at conferences/health fairs
- Funding



Consumer Health Information Specialization

The Consumer Health Information Specialization (CHIS) supports information service providers to keep current in the consumer health information field and provides them with a recognized level of expertise.

- ❖ 12 hours of coursework
- ❖ MLA accredited specialization

Course examples:

- Beyond an Apple a Day: Providing Consumer Health Information at Your Library
- NLM's Online Playground: K-12 Science and Health Education Resources
- ABCs of DNA: Unraveling the Mystery of Genetics Information for Consumers
- Caring for the Mind: Providing Mental Health Information at Your Library
- Stand up for Health! Health and Wellness Services for Your Community



**Discussion: What
brought you to this
session?**

What is 'Engage for Health'?

Community Education Program

- Patient Advocacy Program
- Improve Doctor-Patient Communication
- Encourage partnerships (hospitals, libraries and community-faith based organizations)

[URL](#) to 'Engage for Health' Resource Guide



'Engage for Health' Program Materials

All of the materials offered here offer the program materials in a toolkit in the form of slides, spreadsheets, exercises, and instructions (and instructions for a complete poster and presentation).

- [Engage for Health Slides](#) (PPT)
- [Engage for Health for Presentations](#) (PPT)
- [Engage for Health Evaluation](#) (PPT)
- [Engage for Health Evaluation](#) (PDF)
- [Engage for Health Promotional Poster](#) (PDF)
- [Engage for Health Logo](#) (jpg)
- [Engage for Health Logo](#) (png)

Reports and Presentations

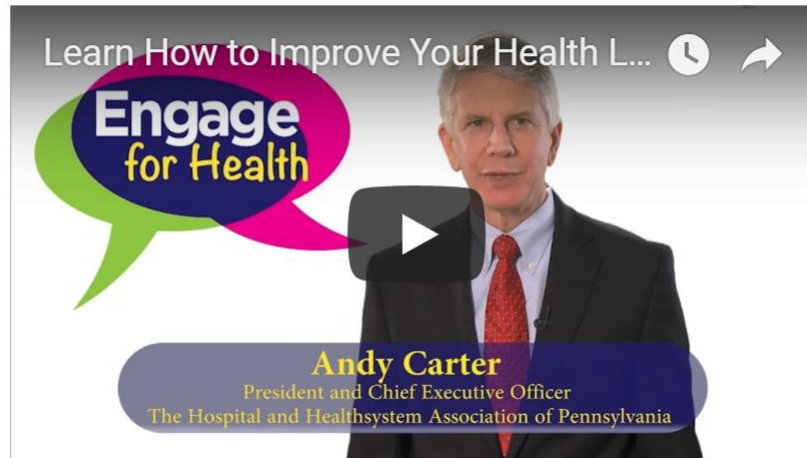
- [Findings from the 'Engage for Health' Pilot Project](#) (2017 Report)
- ['Engage for Health': A Health Program in a Box](#) (NNLM MA Lunch with the RML-PPT)
- ['Engage for Health': A Partnership for Improved Patient Doctor Communication](#) (MLA 2017 Presentation-PPT)
- ['Engage for Health': A Partnership for Improved Patient Doctor Communication](#) (MLA 2017 Presentation-PDF)

About Engage for Health

The Hospital & Healthsystem Association of Pennsylvania (HAP) and its Pennsylvania Hospital Engagement Network (PAHEN) developed 'Engage for Health', a series of tools to conduct a community education program on taking an active role in your health care. In 2016 the Pennsylvania Library Association (PaLA) and the National Network of Libraries of Medicine (NNLM) joined HAP and PAHEN to create the 'Engage for Health' program.



Here is a video of the 'Engage for Health' program that was hosted by the Hershey Public Library in Hershey, PA. This video was produced with funds from HAP.



entire [case study](#) here.

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Pilot Project – Overview

Enhance professional skills of participating public library staff

- 17 public libraries participate in a year long project
- Teach NLM Resources (MedlinePlus) to public library staff
- Materials (from NLM, HAP and AHRQ)
- Create a successful replicable program for libraries of all types



Pilot Project Findings

Overall Participation

- 150 adult participants from the 17 libraries
- Collected 132 pre-post assessment evaluation forms (88%)

Evaluation Findings (Attendees)

- 98% rated the program positively
- 95% asked questions of their health care providers for clarification and 86% reported they are comfortable asking questions when they didn't understand something
- 92% had never used MedlinePlus
- 78% had never heard of MedlinePlus
- 78% sometimes or always research their health conditions
- 68% write out their health questions prior to medical appointments



Discussion: what kind of health outreach do you do? What kind of partners do you utilize in that work?



Taking an active role in your health care.



U.S. National Library of Medicine
*National Network of Libraries of Medicine
Middle Atlantic Region*

Engagement

The logo for 'Engage for Health' is located in the top right corner. It features a dark blue speech bubble with a green tail pointing towards the bottom left. Inside the bubble, the word 'Engage' is written in white, and 'for Health' is written in yellow below it.

Engage
for Health

What is engagement?

- ▶ Listen
- ▶ Understand
- ▶ Ask questions

Why is engagement important?

- ▶ Better health and satisfaction

Tips to Stay Engaged

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Engage
for Health

- ▶ Take a friend or family member with you
- ▶ Write things down
- ▶ Repeat back what you've heard
- ▶ Ask questions

Communication

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“The single biggest problem in communication is the illusion that it has occurred.”

—George Bernard Shaw

Questions are the Answers

Engage
for Health



[URL](#) for AHRQ Waiting Room Video

3 Types of Questions

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Engage
for Health

- ▶ **What** is this test for?
- ▶ **What** are my choices?

- ▶ **Why** do I need this treatment?
- ▶ **Why** do I need to decrease how much salt I eat?

- ▶ **How** often do I need to take the medication?
- ▶ **How** do you spell the name of that drug?

What Did You Hear?

Engage
for Health



Activity-Role Play

The logo for 'Engage for Health' is located in the top right corner. It features a dark blue speech bubble with a pink outline and a green tail. The text 'Engage' is in white and 'for Health' is in yellow.

Engage
for Health

A blue speech bubble with a white tail pointing towards the bottom left.

Questions?

A green speech bubble with a white tail pointing towards the bottom left.

Role Play



GO

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Health Topics

Find information on health, wellness, disorders and conditions



Drugs & Supplements

Learn about prescription drugs, over-the-counter medicines, herbs, and supplements



Videos & Tools

Discover tutorials, health and surgery videos, games, and quizzes



Medical Encyclopedia

Articles and images for diseases, symptoms, tests, treatments



Have a doctor's appointment?

Visit our [Talking With Your Doctor](#) page

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3

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Today's Health News

[Bullying May Take Bigger Toll Than Child Abuse, Neglect](#)

[Milder Autism Typically Diagnosed Later in Girls](#)

[Women's Brains May Have Tougher Time Recovering from Concussion](#)

[More health news](#)

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NIH MedlinePlus Magazine

Read the



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Talking With Your Doctor

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Summary

How well you and your doctor communicate with each other is one of the most important parts of getting good health care. Being prepared can help make the most of your visit. Here are some things you can bring:

- Lists of your concerns, any allergies and all the medicines, herbs, or vitamins you take
- A description of symptoms - when they started, what makes them better
- A trusted friend or family member
- A way to take notes during your appointment



**Get Talking With Your Doctor
updates by email** [i](#)

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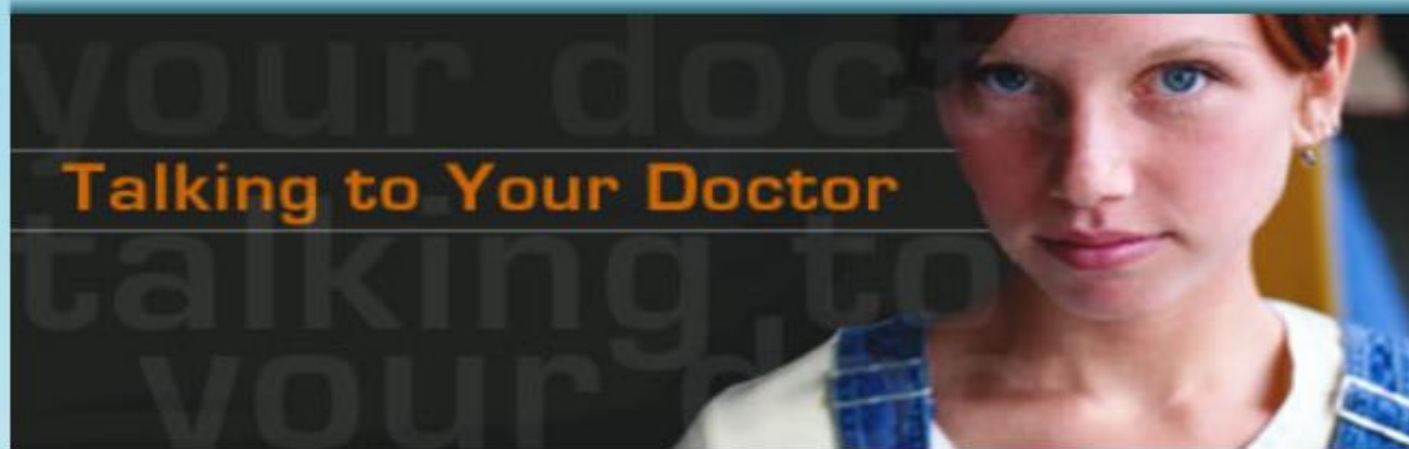
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MEDICAL ENCYCLOPEDIA

[Make the most of your doctor visit](#)

**Engage
for Health**

URL for Talking With Your Doctor (MedlinePlus)

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Talking to Your Doctor

[KidsHealth](#) > [Teens](#) > [Body](#) > [Getting Medical Care](#) > Talking to Your Doctor


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Listen 

Life gets way more complex when you're a teen. On top of all of the emotional and physical changes you go through, there are more choices and decisions to make and more stresses from school, sports, jobs, family, and even friends.

[Lee este artículo en Español](#) 



URL for Talking to Your Doctor (TeensHealth)

A large, bright blue speech bubble with a white tail pointing towards the bottom left, centered on the page.

Questions?

Communication is Key!



HOUSE_{M.D.}

[URL](#) for House MD Video

Image from Fox

For More Information Contact:

The logo features the text "Engage for Health" in white and yellow, set against a dark blue speech bubble background with pink and green accents.

Engage
for Health

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U.S. National Library of Medicine

*National Network of Libraries of Medicine
Middle Atlantic Region*

This presentation was adapted from the 'Engage for Health': Tools for Health Literacy Community Education from The Hospital & Healthsystem Association of Pennsylvania.







This project is funded by the National Library of Medicine, National Institutes of Health, Department of Health and Human Services, under Cooperative Agreement Number UG4LM012342 with the University of Pittsburgh, Health Sciences Library System.

Why Should You Offer this Program At Your Library/Health System?





- Empower Members of Your Community
- Promote Health Literacy at Your Library/Health System
- Partnership Building for Your Library/Health System
- Support the *All of Us Research* Program

'Engage for Health' Program Materials

All of the materials you need to offer the 'Engage for Health' program are freely available. The toolkit includes the presentation slides, speaker notes, role play exercise, pre-post evaluation form (and instructions to send MAR the completed forms), promotional poster and logo.

- [Engage for Health Presentation Slides](#) 
- [Engage for Health Speaker Notes for Presentation Slides](#) 
- [Engage for Health Role Play](#) 
- [Engage for Health Pre-Post Evaluation Instructions](#) 
- [Engage for Health Pre-Post Evaluation Form](#) 
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The Hospital & Healthsystem Association of Pennsylvania ([HAP](#) ) and its Pennsylvania Hospital Engagement Network ([PA-HEN](#) ) developed 'Engage for Health', a series of tools to conduct a community education program on taking an active role in your health care. In 2016 the Pennsylvania Library Association ([PaLA](#) ) and the National Network of Libraries of Medicine, Middle Atlantic Region ([NNLM MAR](#)) partnered with HAP, the NNLM Evaluation Office ([NEO](#)) and the Agency for Healthcare Research and Quality ([AHRQ](#) ) to update the program and pilot it in 16 libraries across PA.



The 'Engage for Health' program is now available for libraries, community and faith based agencies and health care providers to offer in their communities. If you are interested in offering this program, please feel free to use the materials located on this page and contact NNLM MAR for assistance.

We encourage you to offer this program, use the evaluation materials (and send them to us) as well as let us know about the success of your 'Engage for Health' program.

AHRQ published a case study on the 'Engage for Health' program and the pilot project in PA, read the entire [case study](#)  here.

Here is a video of the 'Engage for Health' program that was hosted by the Hershey Public Library in Hershey, PA. This video was produced with funds from HAP.

[URL](#) for Engage for Health (all materials available here!)

End of Program Discussion Questions

Would you make any additions or improvements?

What else would you need in order to run this program at your library?

Is this a program you think you would use?

Are there alterations that might be helpful? i.e. teen or senior versions?

What did you like?

Contact us!

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Learn more about what the National Network of Libraries of Medicine
can do for you: nnlm.gov

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